

BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS



A STUDY ON THE EMPLOYEE JOB PERFORMANCE IN TOURISM
INDUSTRY:

A CASE STUDY ATMAHKOTA HOTEL MELAKA

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Supervisor's Comments

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CLEARANCE FOR SUBMISSION OF THE RESEARCH REPORT BY THE SUPERVISOR

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TITLE OF RESEARCH REPORT :

A STUDY ON THE EMPLOYEE JOB PERFORMANCE IN THE TOURISM INDUSTRY AT
MAHKOTA HOTEL MELAKA

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I have review the final and complete research report and approve the submission of this report
for evaluation

Remarks:

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“DECLARATION OF ORIGINAL WORK”

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We hereby declare that the works in this research report is our own except for quotations and summaries which have been duly acknowledged. If we are later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

Signature: _____

Date: _____

ABSTRACT

This research is about a study on the employee job performance in the tourism industry at Mahkota hotel Melaka. The objectives of this research are to measure the level of job performance, to measure the level of factors that affect job performance, and to determine the relationship between motivation, ethic knowledge, accountability, and workplace environment with job performance. 170 respondents were selected as a sample size of this research. Simple random sampling technique was used when selected the 170 respondents at Mahkota Hotel Melaka. The respondents were required to answer questionnaire that consist of 3 sections with 48 questions. The researcher use Descriptive Statistic, Cronbach's Alpha and Peason Rank Order Correlation to analyze the data gathered by using Statistical Package for Social Science (SPSS) version 20.0. The result indicates that the level of individual performance is good and the employees agreed that they have a good level of motivation, ethic knowledge, accountability, and workplace environment. In addition, there are positive correlation between all four factors which are efforts motivation, skills ability, role perceptions, and organizational resources with individual's performance. The most influential factor that affects job performance at Mahkota Hotel Melaka is skills and ability with the significant value in regression test is 0.020.